

I wish to voice my view that allowing AT&T to acquire T-Mobile is not in the best interests of consumers or the industry as it evolves.

Part of this is because T-Mobile is somewhat unique among the carriers in some key ways. T-Mobile stands out in customers focus, which is how I believe the carriers should operate (being profitable while operating in the best interests of its customers). T-Mobile has a refreshing, loved, and valued approach to its business that wins the loyalty of its customers (like me). We NEED this in the marketplace -- it is very good when this is part of the competitive factors, and T-Mobile is sadly the only stand-out here. It is evidenced in their policies, customer loyalty (shown both ways), and superb (top rated!) customer support, and it is something special that we desperately need in the marketplace.

If AT&T (which in my opinion fails miserably in these areas and models some of the worst policies for customers) is allowed to absorb a beloved gem like T-Mobile, which is doing so many things right and better, to simply absorb their resources to further it's failing cause of protecting its revenue without true customer focus or innovation...then something special will be lost. And I believe it will be a loss to the consumer market in general to remove those truly valuable competitive elements as notable factors in a company's success. And it will be devastating to the obviously large percentage of T-Mobile customers who, like me, LOVE T-Mobile and adamantly DO NOT want to be AT&T customers.

Built on the above strengths, which I believe to be sadly too unique in the cellular market, T-Mobile manages to deliver much greater value for the money. They provide great service, innovation (which seems to be increasing), great customer service and support, and at a lower cost than the competitors. Their presence, operating as they do, provides a force in the market that is good for consumers and fantastic for T-Mobile customers. Be successful by giving the CUSTOMER what is in THEIR best interest. We NEED this! And T-Mobile does it best. (AT&T does it worst.)

I was an AT&T customer in the past. They were awful then -- I had similar feelings as virtually all friends of mine who are AT&T customers now: dissatisfaction and resentment. I don't think AT&T has changed the philosophy of how it operates, and I think they are possibly the poorest example of how to do it right with regard to serving customers well. Adding T-Mobile's resources to their rather hodge-podge network and customer unfriendly approach to their business would only throw good ingredients into an already spoiled pot to try to redeem something that isn't interested in redemption but survival at any cost. This is not good for consumers...at all.

If the merger is allowed to happen, AT&T would essentially become a monopoly when it comes to GSM carriers. Many of us are with T-Mobile because of such clear factors: we want to GSM service; we hate AT&T; we love T-Mobile. How horrible to have only one choice left, and it be the worst one.

What a loss to consumers! How sad to have no competition and only a despised choice.

AT&T has been afforded the ability to do as well as it has not by being a great carrier who serves its customers well, but largely due to its exclusive rights to a highly desired device, the iPhone. With total exclusivity ended, they are not in as strong a position, but they are still the only GSM carrier with the iPhone and one of only 2 carriers with the iPhone in US. I believe, along with many analysts, that new and current customers would not choose AT&T apart from the iPhone. I am a technology person and interact with a LOT of people, and I commonly ask people about customer satisfaction issues -- I recently had my first AT&T customer who expressed satisfaction, not overwhelming satisfaction like so many T-Mobile customers, but satisfaction nonetheless. I typically find AT&T customers expressing dissatisfaction and a feeling of being trapped by AT&T or putting up with them in order to have the iPhone.

By contrast, the only consistent complaint I hear about T-Mobile is overall coverage area. And I have often heard, "I'd be with T-Mobile if they had coverage in my area." I have numerous friends on AT&T only for the iPhone who despise AT&T and want to be back on T-Mobile but...the iPhone. This speaks volumes about the kind of company AT&T is and how another company's product is the primary reason they have customers despite how consistently they fail their customers. In contrast, T-Mobile fans tend to be highly loyal because T-Mobile has earned it. This is GOOD for us and for the market. Losing it...would be bad and so disheartening. I would become so disenfranchised with the cellular market without T-Mobile.

I don't think AT&T's case that they need T-Mobile's resources in order to survive, remain competitive, etc. is a valid justification at all. I think it is evidence that they are failing to deliver well for the customer in their core service. I think it would be much better for the consumer and the market if AT&T did diminish for its lack of customer focus. Simply bandaging an injury that really needs major surgery is no lasting solution, nor is allowing the absorption of good resources by a poorly operated company. It's isn't good business, and it doesn't ultimately help the consumer -- what it does is give that company a bigger grip on consumers who suffer because they have no other choice. And AT&T seems very happy with this -- I find it repulsive.

I was with AT&T...hated them. I've been with T-Mobile for 9 years...love them! The market needs more of what T-Mobile brings and less of what AT&T and the other carriers bring. We need innovation, pricing and service that equals good value, and companies that truly serve their customers in the customers' best interest. T-Mobile is the last to truly shine at doing that.

We need to see where a company like T-Mobile can go, and we need their unique presence competing in the marketplace. I believe it is absolutely in the best interest of consumer to protect that, and that it would be devastating to lose T-Mobile to AT&T.

Thank you so much for listening!